

HPD Digital File Submission Troubleshooting Guide

Created on 2/12/2014 by NCDC (HPD.NCDC@noaa.gov)

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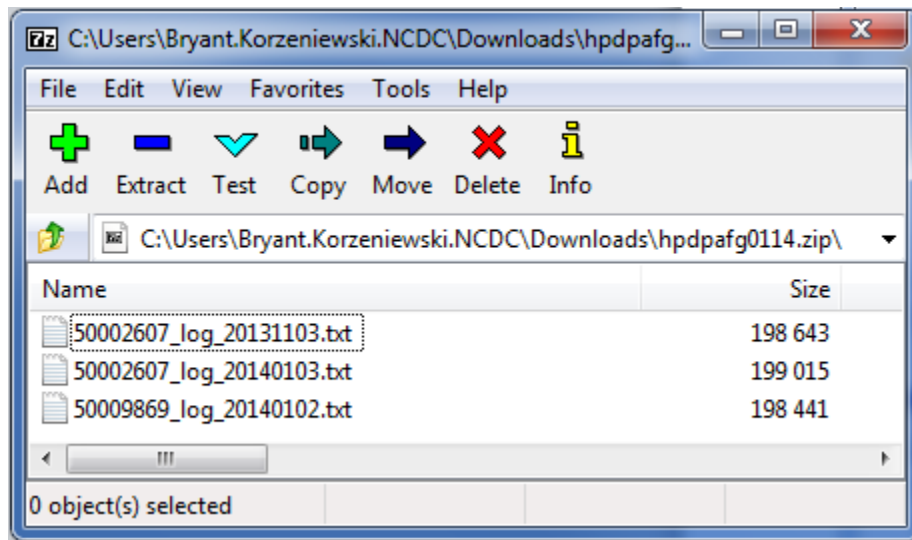
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1. Incorrect File Extension for the Log Files

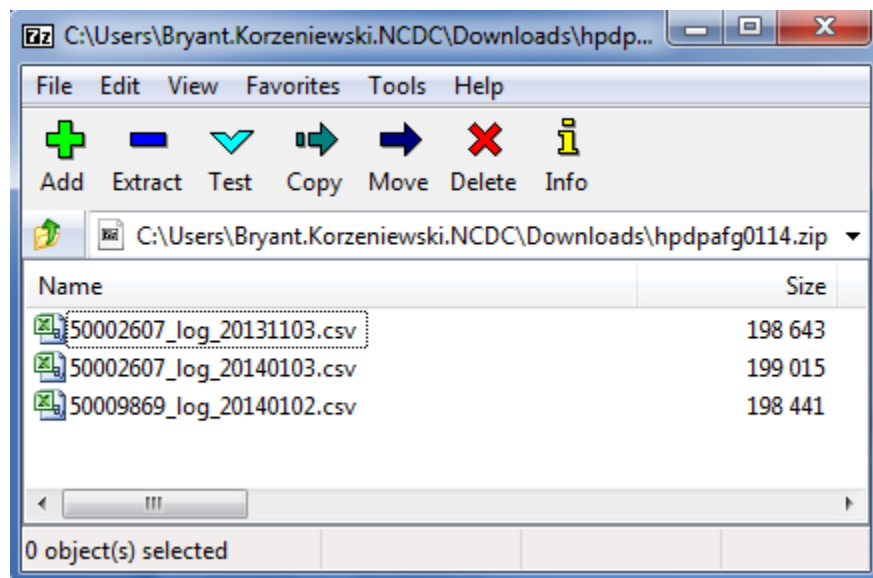
Examples of incorrect file extensions for FPR-D and FPR-E Log Files that NCDC has received via WFO Upload to the FTP Upload Site are provided below:

For FPR-D Log File Extension Issues

The issue here relates to FPR-D Log Files that incorrectly have .txt as their file extension:



The above log files are FPR-D Log Files which should have their file extension as .csv. The corrected Zip file submitted by the WFO resolves this issue (below screen capture):

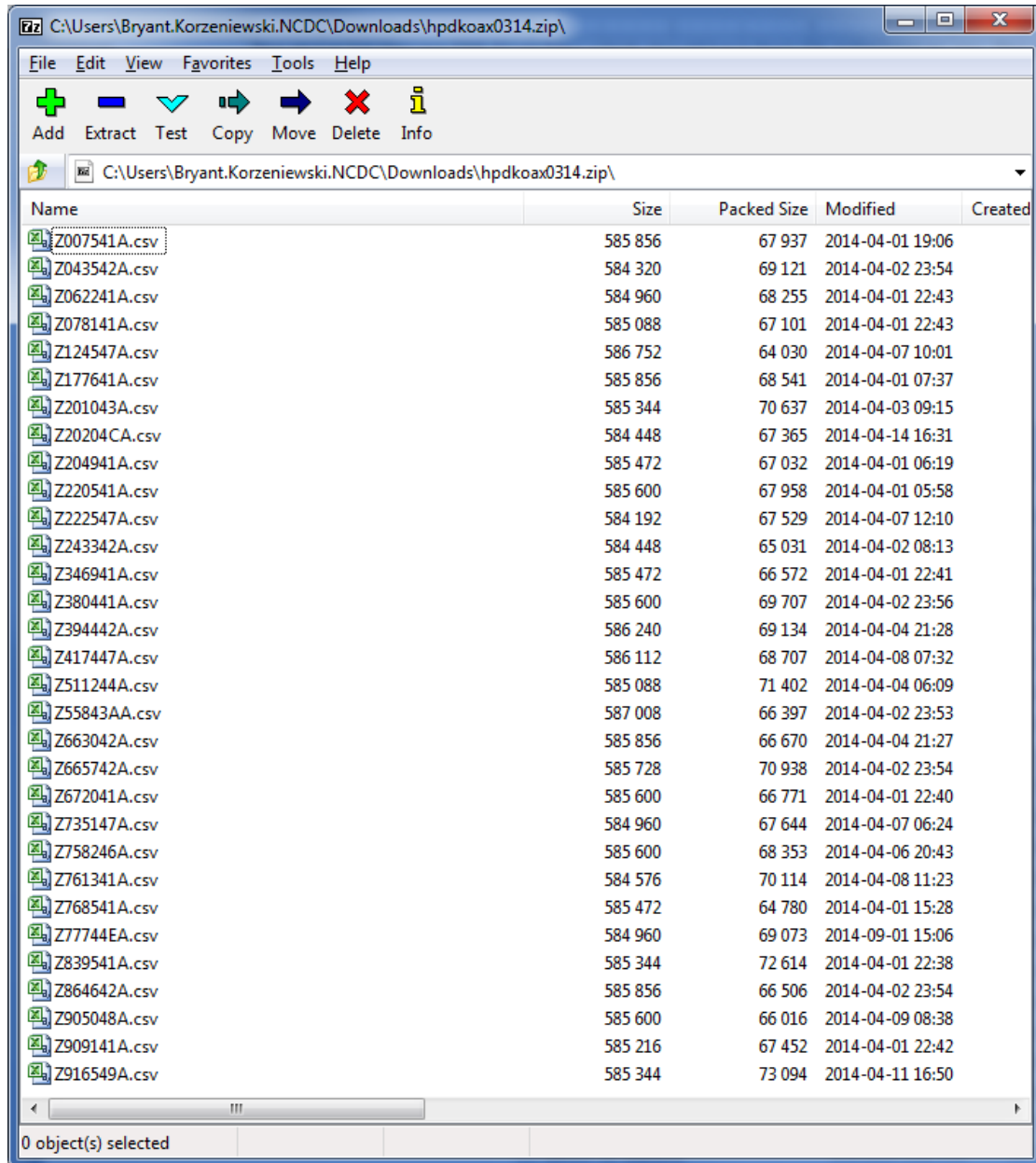


Step to resolve this particular issue:

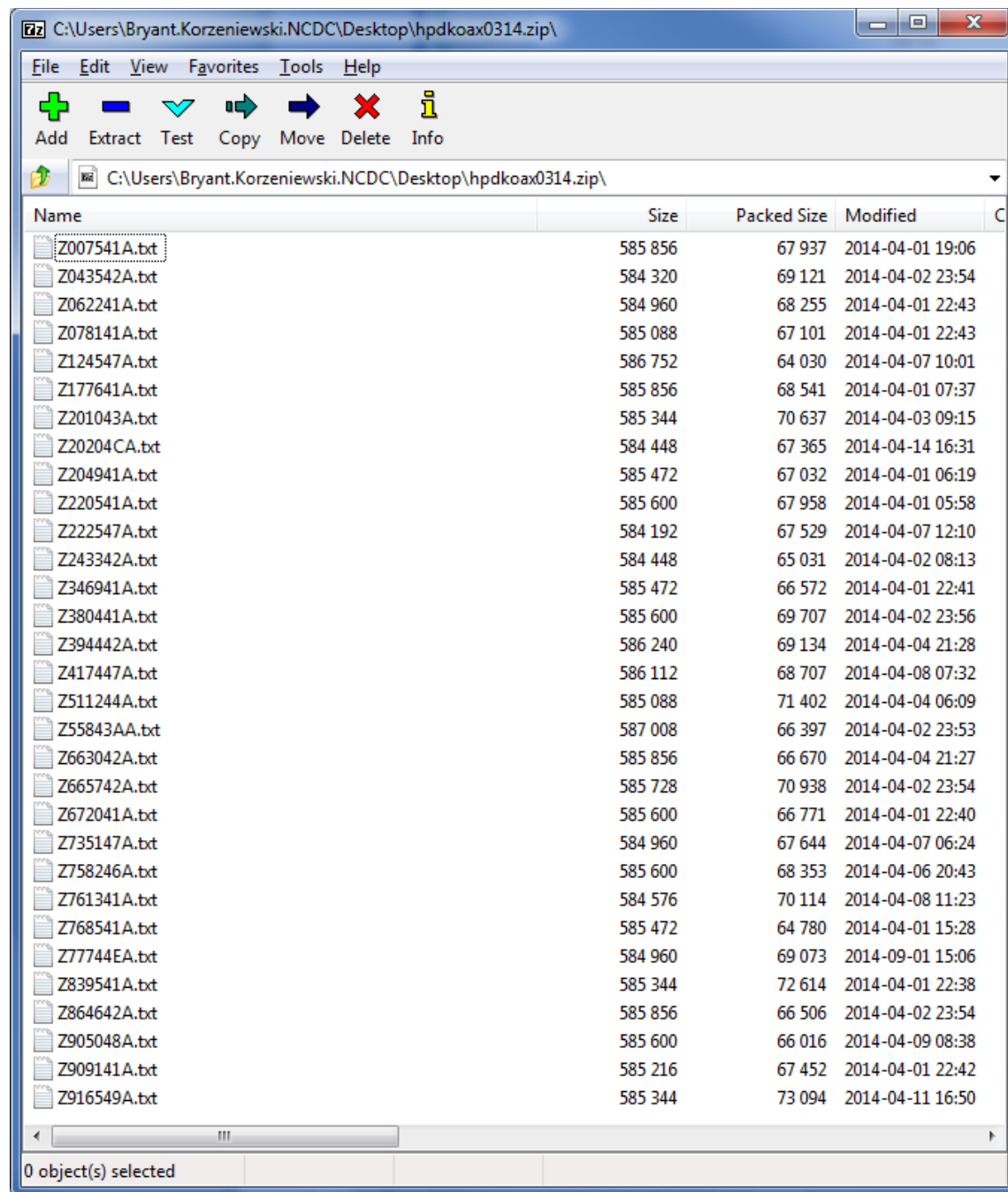
- a. The WFO should be able to right click on the filename and change the .txt extension for the FPR-D Log Files to .csv.
- b. If the above step doesn't work and the file doesn't have the proper format, the WFO may need to re-retrieve the file from the instrumentation so that it's in its original state and **has NOT been opened** in Microsoft Excel.

For FPR-E Log File Extension Issues

The issue here relates to FPR-D Log Files that incorrectly have .csv as their file extension:



The above log files are FPR-E Log Files which should have their file extension as .txt. The corrected Zip file submitted by the WFO resolves this issue (below screen capture):

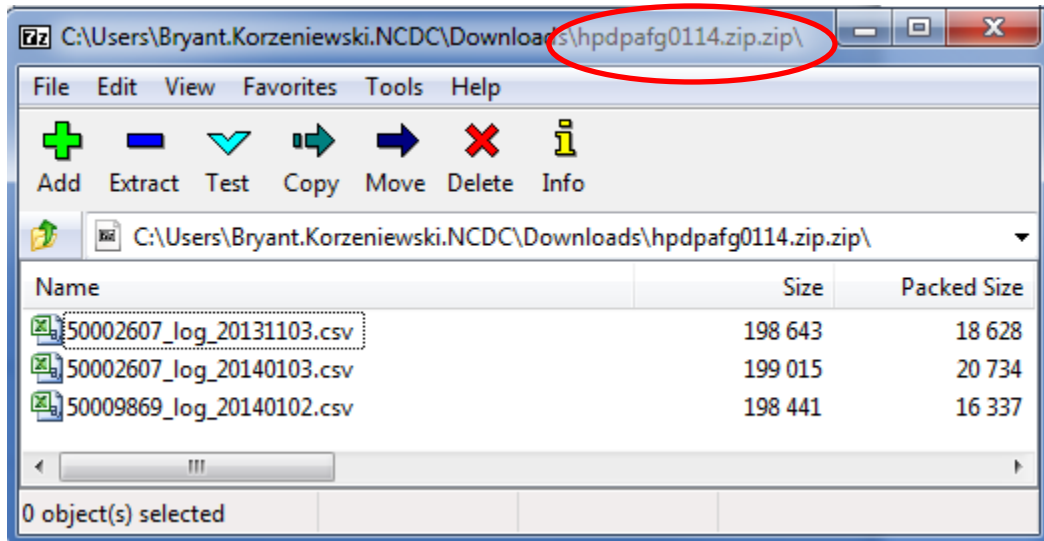


Step to resolve this particular issue:

- The WFO should be able to right click on the filename and change the .csv extension for the FPR-D Log Files to .txt.
- If the above step doesn't work and the file doesn't have the proper format, the WFO may need to re-retrieve the file from the instrumentation so that it's in its original state and **has NOT been opened** in Microsoft Excel.

2. Zip File has duplicate .zip extensions

When a WFO submits a Zip file where it has duplicate a .zip.zip file extension, it'll appear as hdpdapg0114.zip.zip (within red circle) when it's opened within your favorite Zip program:



In Windows Explorer (using Windows 7), the double file extension Zip file will appear with one .zip extension on it and not by 'hdpdapg0114' (shaded in the below screen capture):

hdpdapg0114	1/22/2014 6:49 AM	ZIP File	55 KB
hdpdapg0114.zip	1/22/2014 12:31 PM	ZIP File	55 KB

Steps to resolve this issue:

- This can be corrected in Windows Explorer by right-clicking and removing the .zip to ensure that it appears as 'hdpdapg0114'. The correct way for it to appear in Windows Explorer is the first line in the above screen capture (not the line that's shaded in blue).

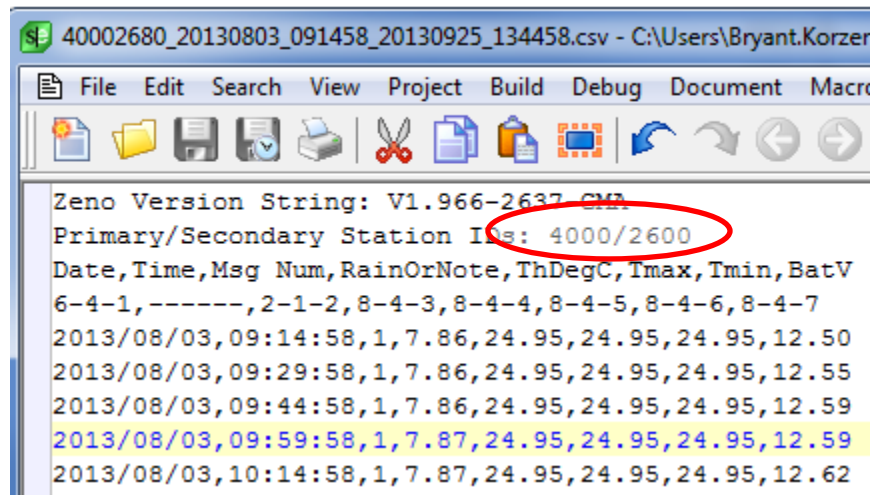
3. COOP ID is not designated by NWS via B-44 Rendition for HPD Digital Submissions

In the HPD Upload Inventory Listing, these are identified as an ERROR or WARNING message similar to the following examples:

- The WARNING message 'The data were submitted under a COOP ID that is not designated as a HPD Digital station; Check the B44 in CSSA.':

WARNING 40002680_20130803_091458_20130925_134458.csv The data were submitted under a COOP ID that is not designated as a HPD Digital station; Check the B44 in CSSA.

The above error message has occurred due to the COOP ID # being incorrect within the Metadata section at the very top of this FPR-E file. In this particular case, the COOP ID appears as '4000/2600' on the second line of the file itself. Actually, it should appear as '4000/2680'):

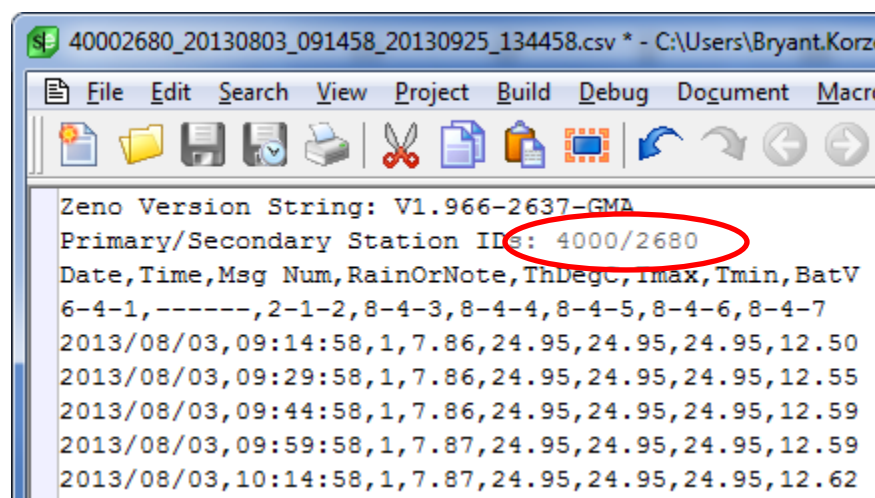


```

40002680_20130803_091458_20130925_134458.csv - C:\Users\Bryant.Korzer
File Edit Search View Project Build Debug Document Macro
Zeno Version String: V1.966-2637-GMA
Primary/Secondary Station IDs: 4000/2600
Date,Time,Msg Num,RainOrNote,ThDegC,Tmax,Tmin,BatV
6-4-1,-----,2-1-2,8-4-3,8-4-4,8-4-5,8-4-6,8-4-7
2013/08/03,09:14:58,1,7.86,24.95,24.95,24.95,12.50
2013/08/03,09:29:58,1,7.86,24.95,24.95,24.95,12.55
2013/08/03,09:44:58,1,7.86,24.95,24.95,24.95,12.59
2013/08/03,09:59:58,1,7.87,24.95,24.95,24.95,12.59
2013/08/03,10:14:58,1,7.87,24.95,24.95,24.95,12.62

```

Should appear as:



```

40002680_20130803_091458_20130925_134458.csv * - C:\Users\Bryant.Korzer
File Edit Search View Project Build Debug Document Macro
Zeno Version String: V1.966-2637-GMA
Primary/Secondary Station IDs: 4000/2680
Date,Time,Msg Num,RainOrNote,ThDegC,Tmax,Tmin,BatV
6-4-1,-----,2-1-2,8-4-3,8-4-4,8-4-5,8-4-6,8-4-7
2013/08/03,09:14:58,1,7.86,24.95,24.95,24.95,12.50
2013/08/03,09:29:58,1,7.86,24.95,24.95,24.95,12.55
2013/08/03,09:44:58,1,7.86,24.95,24.95,24.95,12.59
2013/08/03,09:59:58,1,7.87,24.95,24.95,24.95,12.59
2013/08/03,10:14:58,1,7.87,24.95,24.95,24.95,12.62

```

Steps to resolve this issue:

- Ensure that the COOP ID appears correctly within the Metadata section at the top of the HPD Log File.
- Ensure that the latest B-44 Rendition for this station reflects that the station is paperless ('ADP' as Reporting Method, 'FPR-D', 'FPR-E' or FPU' as the Equipment, the station is noted to be "Published in HPD" ***AND*** NCDC as one of their Recipients).

2. The ERROR message 'The COOP ID has no known metadata associated with it; Check the data logger's configuration (COOP ID)' (an actual COOP ID, such as '114957', would appear in between the parentheses):

```
ERROR      Z495747A.TXT      The COOP ID has no known metadata associated with
it; Check the data logger's configuration (114957)
```

The above error message has occurred due to the COOP ID # either (1) not being "Published in HPD", (2) being Closed or (3) documented as Inactive per the station's latest B-44 Rendition in CSSA.

Steps to resolve this issue:

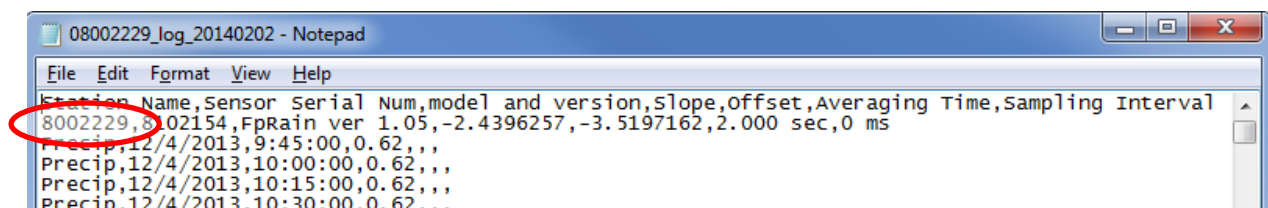
- a. Ensure that the station is "Published in HPD" within its latest B-44 Rendition in CSSA. If it isn't and it needs to be published for HPD, update the B-44 Rendition accordingly and note within the "Remarks" the specific date for when the station's publication status begins or has resumed.
- b. Ensure that the latest B-44 Rendition in CSSA for this station reflects that the station is NOT Inactive or Closed. If the station needs to reflect as being an Open station for HPD, update the B-44 Rendition accordingly and note within the "Remarks" the specific date for when the station is no longer inactive or closed (a.k.a. station has reopened).
- c. If there's a quandary at your WFO for whether the station should be reopened, kept inactive or kept closed, please consult with your RCPM . The decision to reopen, inactivate or close a HPD station is **always made at the WFO level with its final approval being granted by the related RCPM.**

4. Leading Digit in COOP ID (Station Name) of the Log File Is Missing

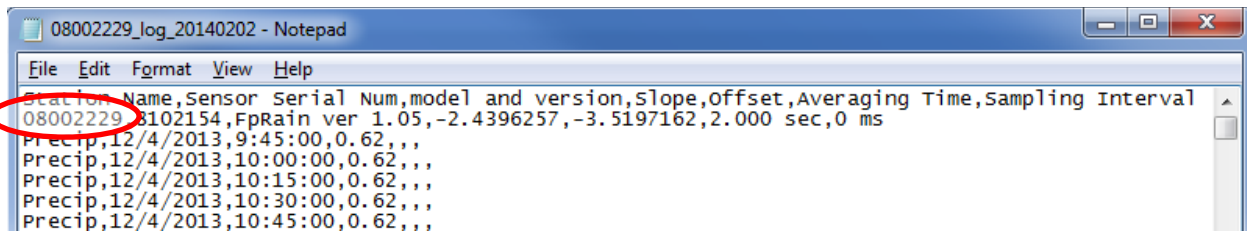
In the HPD Upload Inventory Listing, these are very likely identified as an ERROR message and the message 'No COOP ID could be found in this logger file; Check the formatting of the COOP ID.':

```
ERROR      08002229_log_20140202.csv      No COOP ID could be found in this
logger file; Check the formatting of the COOP ID.
```

The above error message has occurred due to the COOP ID within the FPR-D Log File missing a leading digit. In this particular case, the COOP ID (Station Name) appears as '8002229' when it should appear as '08002229):



Should appear as:



```
08002229_log_20140202 - Notepad
File Edit Format View Help
Station Name,Sensor Serial Num,model and version,Slope,Offset,Averaging Time,Sampling Interval
08002229,8102154,FpRain ver 1.05,-2.4396257,-3.5197162,2.000 sec,0 ms
Precip,12/4/2013,9:45:00,0.62,,,
Precip,12/4/2013,10:00:00,0.62,,,
Precip,12/4/2013,10:15:00,0.62,,,
Precip,12/4/2013,10:30:00,0.62,,,
Precip,12/4/2013,10:45:00,0.62,,,
```

Steps to resolve this issue:

- a. Ensure that the COOP ID (Station Name) appears correctly within the Metadata section at the top of the HPD Log File.
- b. Ensure that equipment has the COOP ID (Station Name) programmed to appear in its correct format:
 - a. XXZZYYYY; where XX is State Number, ZZ is Climate Division entered as '00' and YYYY is 4-Digit Station Number.
 - b. In this example, the COOP ID (Station Name) should be 08002229, NOT 8002229 (missing the leading zero).

Additional Info: If the Climate Division is not '00', then the individual log file will be marked as 'ERROR' and will NOT be processed. The WFO will need to take corrective action to resolve the issue and resubmit the affected log and Zip File to NCDC.

5. Incorrect Naming Convention used for the Zip File

Example #1:

The following example shows the '(2)' included within the Zip File Name and the corrected version without it (second Zip file):

 hpdkeka1113 (2).zip	25.1 kB	2/5/14 12:52:00 PM
 hpdkeka1113.zip	997 kB	2/7/14 10:57:00 AM

Steps to resolve this issue:

- a. The WFO should ensure that the Zip File Name follows the naming convention of *hpdkwfommyy.zip* where:
 - i. 'hpd' indicates the type of files being submitted
 - ii. 'wfo' is the 3-letter WFO ID (e.g. EKA is entered for the NWS WFO in Eureka, CA)
 - iii. 'mm' is the two-digit month for the data-month being submitted (01 for January, 02 for February, etc.)
 - iv. 'yy' is the two-digit year for the data-year that the data pertain to (13 for 2013, 14 for 2014, etc.)

If you follow the above steps, the file name of *hpdkeka1113.zip* indicates that this file is the November 2013 Data-Month HPD file for the WFO at NWS in Eureka, CA (EKA).

Example #2:

The following example shows the Zip File Name in ALL CAPS:

 [HPDKSJT0114.zip](#) 229 kB 2/19/14 3:50:00 PM

Steps to resolve this issue:

- a. The WFO should ensure that the Zip File Name is in lower-case. The HPDKSJT0114.zip file **will not** process if the 'HPDKSJT' or '.ZIP' are in ALL CAPS.

Example #3:

The following example shows the Zip file being submitted as a .7z file:

 [hpdklot0114.7z](#) 57.0 kB 2/25/14 2:00:00 PM

This is very likely the case of an incorrect file extension selected by the WFO within the 7-Zip Program during creation of the HPD Digital Zip File. NCDC **does not accept** HPD Digital Zip Files that have the .7z file extension and **will not appear** in the HPD Upload Inventory Listing as having been processed. All HPD Digital Zip Files must have the lower-case .zip extension.

Steps to resolve this issue:

- a. The WFO should ensure that the .zip file extension appears as the end of the hpd Zip File (e.g. hpdklot0114.zip).

Example #4:

The following example shows the Zip file name has an extra character between the 'hpd' and WFO ID of 'cae':

 [hpdkkcae0114.zip](#) 120 kB 2/23/14 1:12:00 PM

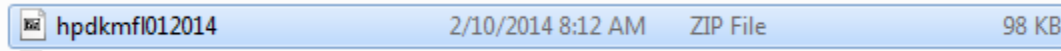
This is very likely a typo on the WFO's end when creating the Zip File. The Zip File Naming Format has to be *hpdkwfommyy.zip*.

Steps to resolve this issue:

- a. The WFO should ensure that only one 'k' appears between the 'hpd' file designation and the WFO ID (e.g. hpdkcae0114.zip).

Example #5:

The following example shows the Zip file name has the year as a four-digit number:



This is very likely a typo on the WFO's end when creating the Zip File. The Zip File Naming Format has to be *hpdkwfommyy.zip*.

Steps to resolve this issue:

- a. The WFO should ensure that the two-digit year appears within the Zip File Name (e.g. *hpdkmf10214.zip*).

Example #6:

The following example shows the Zip file name has an extra 'k' at the beginning :



This is very likely a typo on the WFO's end when creating the Zip File. The Zip File Naming Format has to be *hpdkwfommyy.zip*.

Steps to resolve this issue:

- a. The WFO should ensure that no leading letter appear before the 'hpd' within the Zip File Name (e.g. *hpdkhun0114.zip*).

6. Resubmission of Zip File is the same file size as the original submission

This is an instance where a file of the same Zip File name containing the same individual log files are submitted by the WFO. This sometimes occurs when the WFO is resolving an issue in the original submission related to either a WARNING or ERROR message that appears in the HPD Upload Inventory Listing.

For example, MEG submits the *hpdkmeg0913.zip* file on February 3rd. They follow-up by submitting a Zip file of the same name on February 7th. If the contents of the Zip file on February 3rd and on February 7th exactly match each other, NCDC's Ingest Process will not accept the file from February 7th.

Steps to resolve this issue:

- a. If duplicate Zip File Upload submission is legitimate, please let NCDC's HPD Team know by sending them an e-mail to HPD.NCDC@noaa.gov. They'll need to have their Ingest POC perform a manual override of the file that's in their archive to ensure that it is properly archived.
- b. If the duplicate Zip File Upload submission is not legitimate, then the WFO needs to evaluate why it occurred and take the necessary corrective actions on their end to ensure that it doesn't

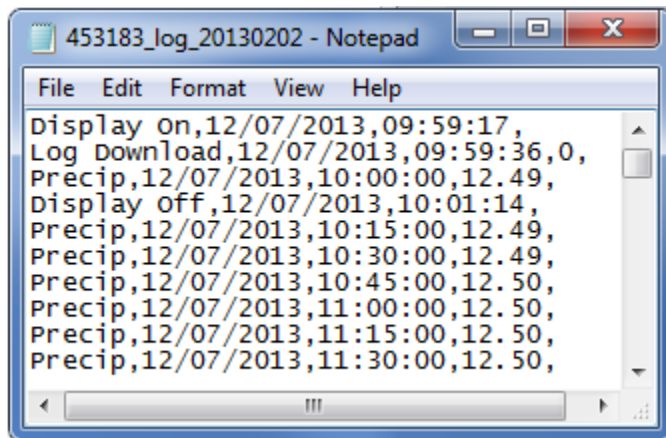
happen again. Did the WFO submit a different set of files incorrectly using the same Zip File Name (should it have been hpdkmeg1013.zip instead?).

7. Metadata Information has been excluded from the individual log files

This normally appears in the HPD Upload Inventory Listing with the following ERROR message:

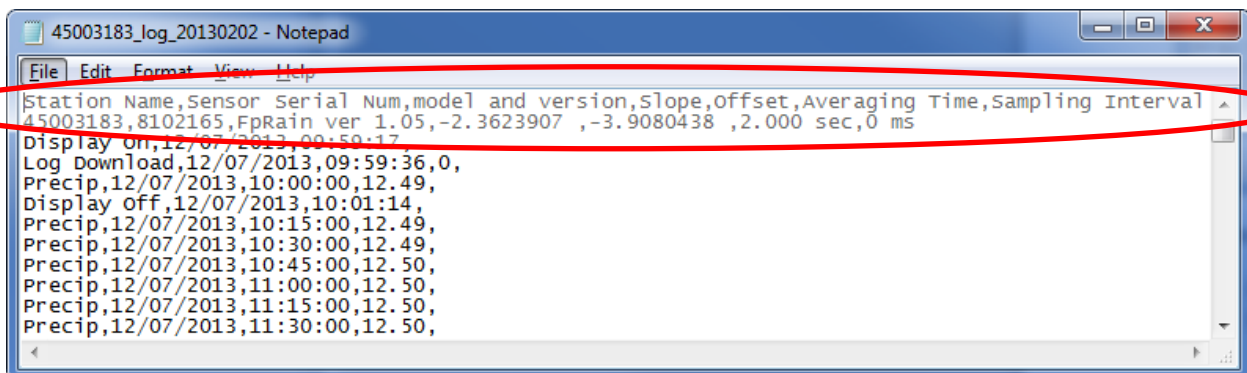
"No COOP ID could be found in this logger file; Check the formatting of the COOP ID."

Looking within the individual log file, the first two lines are where the Metadata information would normally be. The below example shows a case where the station's Metadata information aren't included on the first two lines within the log file:



Steps to resolve this issue:

- Open the file in Notepad (**NEVER** in Microsoft Excel) and ensure that the Metadata appears on the first two lines within the log file similar to the below:



- If you're still unable to figure out why the Metadata information isn't included in the Log File ***AND*** you haven't modified its contents in any way, this very likely indicates an issue with

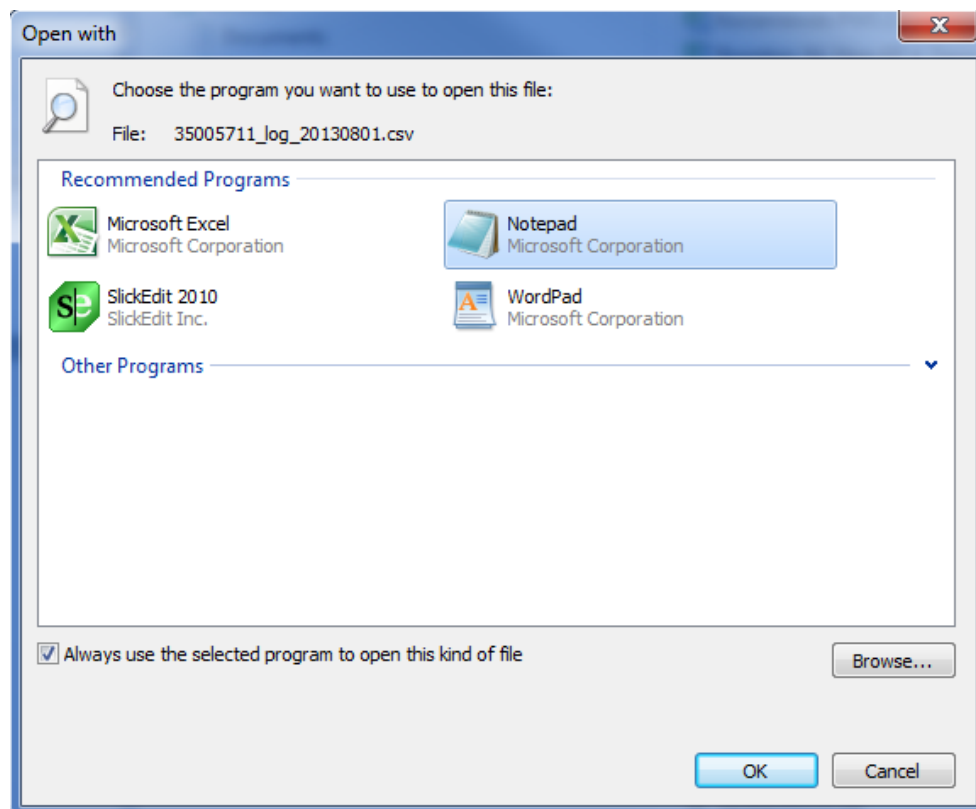
the instrumentation. Please contact the Sterling Field Support Center (SFSC) to work with them to determine the cause and resolution of the issue.

8. Individual Log File has been opened and saved in Microsoft Excel (A BIG NO NO!!!)

Opening and saving an individual log file in Microsoft Excel causes the date/time data format to be lost. As a result, the positioning of the remaining data is moved and NCDC's Ingest Process will NOT be able to process the file.

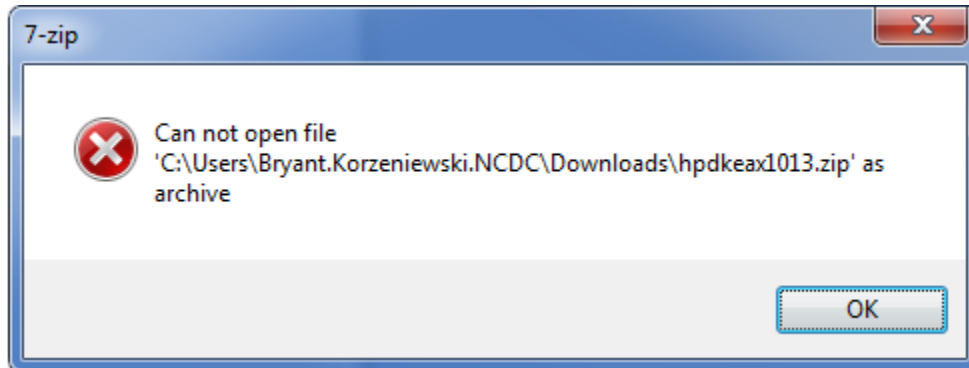
Steps to resolve this issue:

- Please use Windows Notepad to view the contents of the CSV data file or use the graphic plotting macro.
- DO NOT** open or save a CSV file in Microsoft Excel or save it as an Excel (XLS or XLSX) format.
- DO NOT** double-click the CSV file as this will open it within the Excel spreadsheet applications program. Instead, right-click on the CSV file for a controlled application opening within **Notepad** and not Excel (as shown below from Windows 7):



9. Zip File or Log File contains no data (file size equals zero bytes)






It can happen that a Zip File can be created or a Log File is received that contains no files. This sometimes can be due to a glitch by the Zip File creation software or a Log File not having any available data within it. We're unable to process a Zip file that has no individual log files included or any log file that is zero bytes. When you open a file with no individual log files or a log file that has no available data, an error message will appear similar to the following:



Steps to resolve this issue:

If the [Zip File](#) is zero bytes:

- Using Windows Explorer, check to see if the Size of the File is 0 KB. If it is, go to step b.
- Re-create the Zip File and ensure that it contains the individual log files that it's supposed to. If you're still having issues creating the Zip file where it still creates one with no files and being 0 KB, please contact our colleagues at the Sterling Field Support Center (SFSC) to help troubleshoot this particular issue for you.

Name	Date modified	Type	Size
 hpdkdih0913	10/21/2013 7:10 AM	ZIP File	1,642 KB
 hpdkeax1013	11/18/2013 7:11 AM	ZIP File	0 KB
 hpdkeax1213	1/23/2014 7:05 AM	ZIP File	384 KB
 hpdkeka1113	2/6/2014 8:07 AM	ZIP File	972 KB
 hpdkeka1113 (2)	2/6/2014 8:05 AM	ZIP File	26 KB

- If the Size File is not 0 KB and you get an error message when you open the file, please follow step 9b to re-create the Zip File.

If the [Log File](#) is zero bytes:

- The WFO should check the log file that was received from the observer to see if the file itself did contain available HPD data.

- b. If the log file did NOT contain available HPD data, the WFO should contact the observer to see what may have happened between when the data were retrieved from the instrumentation and the data were submitted to the WFO.
- c. If the issue is with the instrumentation, please contact our colleagues at the Sterling Field Support Center (SFSC) to help troubleshoot this particular issue for you.

10. Individual Log File has been edited to correct its data (Another BIG NO NO!!!)

It can be the case that bad or erroneous data need to be corrected or marked as suspect. **Per agreement between NWS and NCDC, editing the individual log files is a BIG NO NO!** As of September 2012, the NCDC has advised NWS on the best practice for its WFOs to submit data issues or concerns into the Datzilla system. The ability of the field to use Datzilla to flag a portion of the FPR data as 'bad' will ensure NCDC has a permanent record of the problem. This method is consistent with the manual override the field has when it encounters similar data problems in other datasets.

The Datzilla program is a web based interface that allows select partners (including WFOs) to request changes to the NCDC datasets to ensure the accuracy of the official climate record. Changes to the official, published record should be made after coordination with the Sterling Field Support Center, via email NWS.SFSC@noaa.gov.

Requests for changes should be submitted by entering a New Report from Datzilla website: <http://datzilla.srcc.lsu.edu/datzilla/> and clicking the 'New' link after login. Your Regional Cooperative Program Manager (RCPM) should be notified if changes were made, or need to be made for access to Datzilla. The following are the instructions for WFO's to submit Datzilla tickets to correct or mark suspect data values:

Steps to resolve this issue:

- a. Select from the screen Source System "21. NCDC Station Archive Data"
- b. Select Data-Product as "HPD."
- c. Enter a Summary and Description which succinctly describes the issue.
- d. Click the 'Commit' Button.
- e. Datzilla creates a "Ticket" that allows files to be attached. There's a link on the resulting confirmation page which allows you to immediately view the ticket.
- f. Attach the effected gauge's CSV or TXT file to the Ticket by going to the ticket itself and clicking the "Create a New Attachment" link.
- g. Attach the **FPR Log Sheet** (ms-word.doc file) to the Ticket to show when the gauge was last drained, re-charged, or calibrated. Ensure that you select the 'auto-select' radio button in order for Datzilla to automatically detect the attachment's file type.



Enter Error

Datzilla

Datzilla is based on [Bugzilla](#) Version 2.18



This page lets you enter a new error into Datzilla.

Before reporting an error, please read the [Report An Error](#) document, look at the list of [most frequently reported errors](#), and please [search](#) for the error.

Reporter: [Bryant Korzeniewski@noaa.gov](mailto:Bryant.Korzeniewski@noaa.gov)

Source System: 21. NCDC Station Archive Data

Problem Area:

--
Data Flag
Data Value
Date/Time
Derived Value

Data Product:

GHCI-Daily
GHCI-Monthly
Global Daily (TD9101)
Global Monthly (TD3500)
H&D

Browser: Safari

Priority: Medium

OS: MS Windows

Severity: normal

Initial Status: NEW

Assign To: [Bryant Korzeniewski@noaa.gov](mailto:Bryant.Korzeniewski@noaa.gov)

Cc:

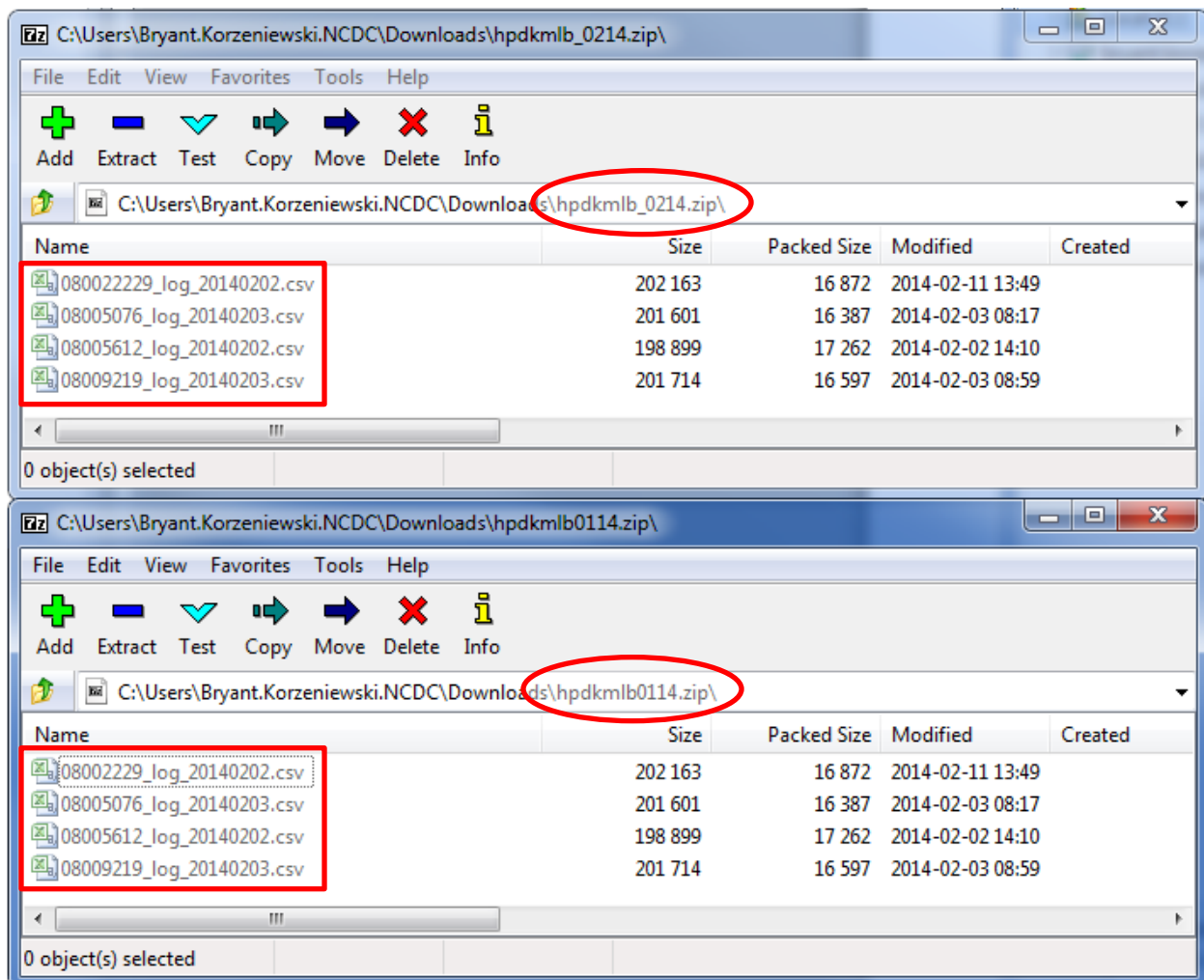
URL: [http://](#)

Summary:


Description:

11. Resubmission of Zip File with corrected Zip File Naming Convention

This issue can occur when a WFO submit a file with the incorrect Zip File Name, then submits a new Zip File that has the same log files and the Zip file sizes match. An example of this is shown in the below screen captures where MLB submitted the same log files between two Zip Files (in the red boxes):



Below are their respective file sizes:

 hpdkm1b0114.zip	66.1 kB	2/13/14 7:35:00 AM
 hpdkm1b0214.zip	66.1 kB	2/12/14 7:03:00 AM

Steps to resolve this issue:

- Please follow the instructions provided in the NWS FPR-D, FPR-E and FPU Operations Manuals for naming the Zip Files.

- b. The data-month portion of the Zip file name (e.g. hpdkmlb0114.zip) should **not be for the current calendar month**. Please ensure that the data-month portion truly reflects the data values in question. In other words, the hpdkmlb0114.zip file should be a Zip file that mostly contains January 2014 Data. If a WFO has submitted their Zip files using the current calendar month **and** need to resolve this issue with incoming Zip File submissions, please contact NCDC's HPD Team at hpd.ncdc@noaa.gov for additional guidance before doing so.

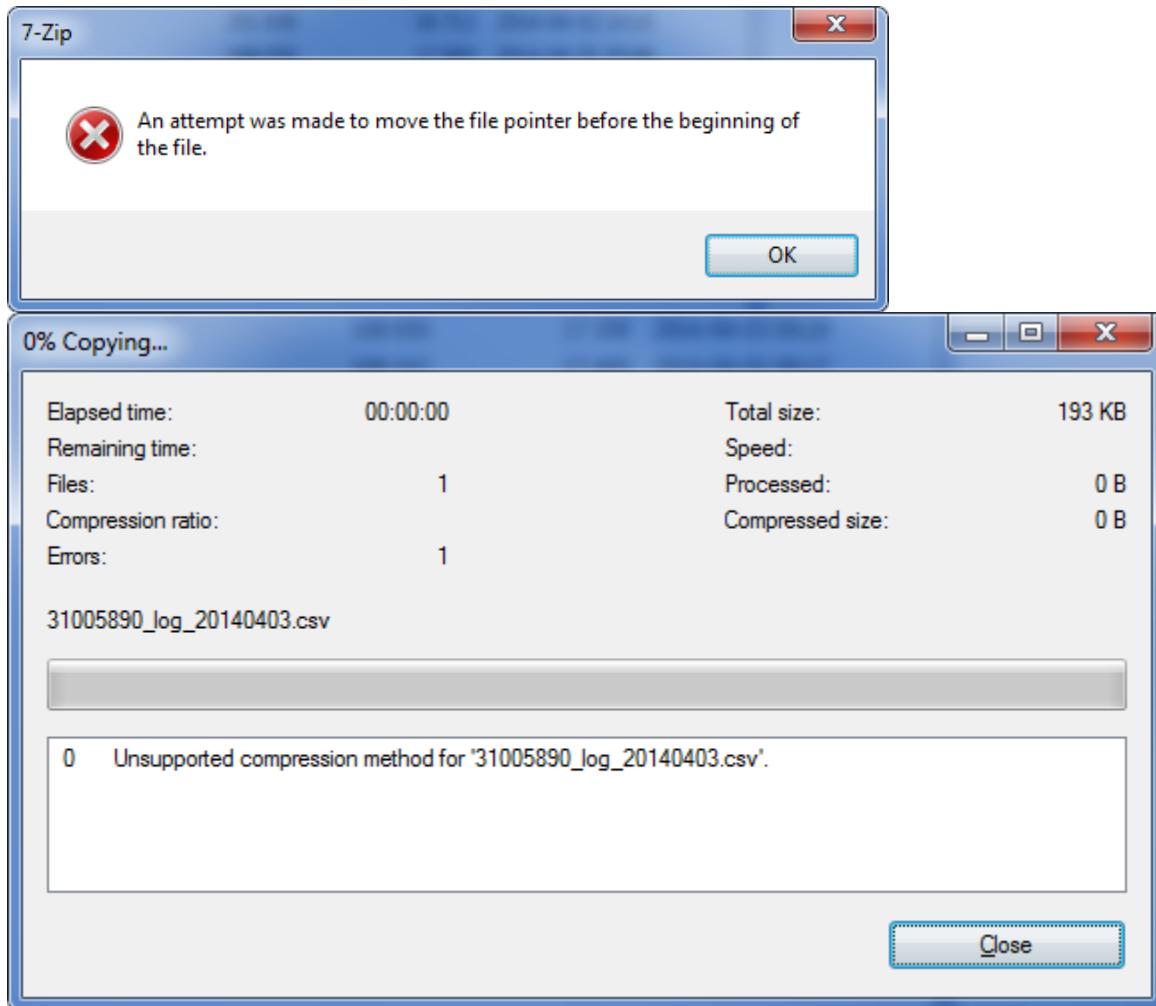
12. Zip file does not appear in the HPD Upload Inventory Listing after 24 hours

If your file doesn't appear in the HPD Upload Inventory Listing **within 24 hours after its first upload**, please e-mail this issue to NCDC's HPD Team at HPD.NCDC@noaa.gov for their further investigation. It's very likely that the issue is already in the process of being investigated, but your report of the issue to NCDC does confirm that you're seeing the issue at your office and double-ensures that NCDC's HPD Team is aware of it.

Please note that resubmitting the same exact HPD Digital Zip File to NCDC's FTP Upload Site is not going to speed up it being successfully processed. Each resubmit restarts the clock of its processing all over again and also hampers NCDC's investigation of it not being processed. In short, **please DO NOT resubmit your HPD Digital Zip Files to NCDC's FTP Upload Site if it doesn't appear in the HPD Upload Inventory Listing**. Report the issue of the Zip File's non-appearance to their HPD Team at HPD.NCDC@noaa.gov.

13. Errors Extracting Log Files From the Zip File

There are times that hiccups with your Zip File Creation Program (e.g. 7-Zip) do happen. The result of such hiccups are the following error messages from your Zip File Creation Program (see next page):



The result is an error message that is going to appear in the HPD Upload Inventory Listing is similar to the following:

```
hpdkrnk0314_c2014041611.zip    [Wed Apr 16 14:05:16 EDT 2014]There was  
an error extracting the logger files from this zipfile.:
```

This issue has been confirmed by multiple WFO's to be in relation to the migration of the PC that they've been creating the Zip Files on from Windows XP to using Windows 7. As a result, this can cause the aforementioned issues to appear.

Steps to resolve this issue:

- a. You may have to manually zip the files up using 7-Zip, which is the highly recommended method.

- b. If your office has recently migrated the PC which the Zip file is created on from Windows XP to Windows 7, please consult your IT Folks or with SFSC as the issue is likely due to a reinstall or the install of a newer version of the Perl and Zip Utilities you're using them to create them.
 - c. NCDC cannot address this particular issue other than advise the aforementioned solutions or steps of troubleshooting to the WFO.
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For further details of how to submit HPD Digital Zip Files and the individual log files to NCDC:

[NWS FPR-D Operations Manual](#) (current as of 3/5/2013; Section 2.2)

[NWS FPR-E Operations Manual](#) (current as of 12/14/2012; Section 2.2)

[NWS FPU Operations Manual](#) (current as of 2/5/2007; Section 2.2)

To check the status of your HPD Digital Zip File submissions as they're processed by NCDC's HPD Team:

[HPD Upload Inventory Listings](#) (available in both .txt and .csv formats)

[HPD Observation Statistics Report](#) (available in .csv format; contains a count of the Digital HPD Observations that have been submitted by NWS).